

**Customer Support**  
**Location: Mumbai, India**  
*Full Time position*

**Who we are:**

- A 15-year-old international sustainability consulting firm based in Geneva, with a research hub in Mumbai, technology partner in San Diego and collaborators & partners worldwide. Together, we bring together vast experience and in-depth knowledge across the fields of economics, ecology, environment, finance and policy.
- A recognized leader in sustainability analysis & metrics design, we work for corporations, financial institutions, CSO's and governments.
- An emerging powerhouse at the intersection of Sustainability, Big Data & AI: Backed by 40 person- years of data warehousing, algorithm writing, systems development.
- Ecologically grounded, economically focused and result oriented: We think big, start small and act fast.
- Signatory to both the "Gaborone Declaration" (Gaborone, 2012) and the "Natural Capital Declaration" (Rio, 2012).

**Our Purpose:**

- Provide corporate sustainability leaders with the information edge they need to win: We help our corporate partners become "*future-ready*" by designing and delivering leading-edge sustainability analysis, metrics, solutions, preparing them to win in a "VUCA" world
- To empower sustainability-focused Asset Writers and Asset Managers with the information edge they need for portfolio outperformance: Rigorous, scientific, data-backed "ESG" analytics
- To empower policy makers striving to achieve Sustainable Development Goals: Big Data backed, independently sourced, in-depth, economic and social analysis for policy making

**Our Founder & Directors:**

- Our founder and CEO, Pavan Sukhdev, is a sustainability thought leader and erstwhile Study Leader of TEEB and the UN's Green Economy Report.
- Our Advisory Board includes several outstanding sustainability leaders and experts, including Dr. Jean Rogers (founder of SASB), John Elkington (creator of the 'Triple Bottom Line' concept), André Hoffmann (founder of the Hoffmann Global Institute for Business & Society at INSEAD, and vice- Chairman of Roche Holdings), Erik Solheim (previously Head of UN Environment, and erstwhile Minister for Environment and Development of Norway) and Mark Gough (Head of the Natural Capital Coalition).

**Business development:**

- This year, GIST S.A. has started a business expansion based on delivering our "Integrated Profit and Loss" (<IP&L™>) sustainability analysis through a highly secure and easy-to-use web portal. We shall deliver "software as a service" ("S.a.a.S.") through this cutting-edge B2B platform. At the same time, our social impact is expected to expand rapidly and significantly, as the technology platform enables new avenues of analysis and provides fresh insights to make business future- ready, and does so at a scale that we could never have imagined with only a "manual" system.
- In January 2020, Impact 360X (I360X) will be launched. I360X is a technology platform to help businesses discover, measure, value and manage *sustainable* corporate

performance. This *new initiative* uses a wide-angle 'stakeholder lens' to *integrate* business impacts on natural, human & social capital with impacts on shareholders' financial capital.

### **Job Description**

GIST is seeking motivated and enthusiastic professionals for providing excellent customer service for our global customers. The successful candidate will be responsible for delivering customer solutions via:

- Managing inbound and outbound calls and emails
- Taking ownership of customers issues proactively: follow up problems through to resolution and escalating when appropriate
- Delivering a comprehensive service to enquiring customers based on thorough knowledge of the product or service GIST is offering
- Delegating technical customer enquiries to specific teams
- Keeping a record of customer interaction and details of actions taken
- Improve customer service experience, create engaged customers and facilitate organic growth

### **Requirements & Skills**

- Graduate Degree in Mass Communication / Business Administration / Humanities
- 1-2 years of experience in providing customer service support to international customers.
- Able to work under pressure and maintain a high level of accuracy and attention to detail
- Excellent communication skills and command of spoken and written English (this is a must)
- Resilient and Composed
- Acts with self-confidence, decisiveness and integrity at all times
- Working knowledge of customer service software, databases and tools
- Computer literacy in order to type up reports, results and details of customer interaction